

SHEET 1 OF 5

FORM PTO-1449 U.S. DEPARTMENT OF COMMERCE PATENT AND TRADEMARK OFFICE		ATTY. DOCKET NO. 4366-140	SERIAL NO. Not Yet Assigned
INFORMATION DISCLOSURE STATEMENT (Use several sheets if necessary)		APPLICANT KIEFHABER et al.	
		FILING DATE March 31, 2004	GROUP ART

## U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUB CLASS	FILING DATE IF APPROP.
/K.N./	1.	4,567,323	01/28/86	Lottes et al.	179	18 B	
	2.	5,155,761	10/13/92	Hammond	379	67	
	3.	5,206,903	04/27/93	Kohler et al.	379	309	
	4.	5,291,550	03/01/94	Levy et al.	379	242	
	5.	5,299,260	03/29/94	Shaio	379	265	
	6.	5,309,513	05/03/94	Rose	379	265	
	7.	5,335,269	08/02/94	Steinlicht	379	266	
	8.	5,506,898	04/09/96	Costantini et al.	379	266	
	9.	5,537,470	07/16/96	Lee	379	266	
	10.	5,546,452	08/13/96	Andrews et al.	379	219	
	11.	5,592,378	01/07/97	Cameron et al.	395	227	
	12.	5,594,726	01/14/97	Thompson et al.	370	485	
	13.	5,606,361	02/25/97	Davidsohn et al.	348	14	
	14.	5,627,884	05/06/97	Williams et al.	379	67	
	15.	5,684,872	11/04/97	Flockhart et al.	379	266	
	16.	5,724,092	03/03/98	Davidsohn et al.	348	14	
	17.	5,740,238	04/14/98	Flockhart et al.	379	221	
	18.	5,751,707	05/12/98	Voit et al.	370	384	
	19.	5,754,639	05/19/98	Flockhart et al.	379	221	
▼	20.	5,790,677	8/4/98	Fox et al.	380	24	
	21.	5,818,907	10/06/98	Maloney et al.	379	34	

EXAMINER	/Khai Nguyen/	DATE CONSIDERED	07/12/2007
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/K.N./							
	22.	5,825,869	10/20/98	Brooks et al.	379	265	
	23.	5,828,747	10/27/98	Fisher et al.	379	309	
	24.	5,839,117	11/17/98	Cameron et al.	705	27	
	25.	5,875,437	2/23/99	Atkins	705	40	
	26.	5,880,720	3/9/99	Iwafune et al.	345	327	
	27.	5,884,032	03/16/99	Bateman et al.	395	200.34	
	28.	5,897,622	4/27/99	Blinn et al.	705	26	
	29.	5,903,641	05/11/99	Tonisson	379	266	
	30.	5,903,877	05/11/99	Berkowitz et al.	705	26	
	31.	5,905,793	05/18/99	Flockhart et al.	379	266	
	32.	5,943,416	08/24/99	Gisby	379	265	
	33.	5,982,873	11/09/99	Flockhart et al.	379	266	
	34.	6,000,832	12/14/99	Franklin et al.	364	479.02	
	35.	6,044,205	3/28/00	Reed et al.	395	200.31	
	36.	6,049,547	04/11/00	Fisher et al.	370	412	
	37.	6,064,730	05/16/00	Ginsberg	379	265	
	38.	6,064,731	05/16/00	Flockhart et al.	379	265	
	39.	6,084,954	07/04/2000	Harless et al.	379	140	
	40.	6,088,441	07/11/00	Flockhart et al.	379	265	
	41.	6,151,571	11/21/00	Perrushin	704	209	
	42.	6,163,607	12/19/00	Bogart et al.	379	266	
	43.	6,173,053 B1	01/09/01	Bogart et al.	379	266	
	44.	6,192,122 B1	02/20/01	Flockhart et al.	379	266	
	45.	6,259,969 B1	07/10/2001	Tackett et al.	700	264	
▼	46.	6,275,806 B1	08/14/01	Perrushin	704	272	

EXAMINER	/Khai Nguyen/	DATE CONSIDERED	07/12/2007
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	47.	6,275,991 B1	08/14/2001	Erlin	725	141
	48.	6,278,777 B1	08/21/2001	Morley et al.	379	265
	49.	6,292,550 B1	09/18/2001	Burnitt	379	201
	50.	6,295,353 B1	09/25/01	Flockhart et al.	379	265
	51.	6,353,810 B1	03/05/02	Petrushin	704	236
	52.	6,366,668 B1	04/02/02	Borst et al.	379	266.04
	53.	6,389,028 B1	05/14/02	Bondarenko et al.	370	401
	54.	6,389,132 B1	05/14/02	Price et al.	379	265
	55.	6,389,400 B1	05/14/02	Bushey et al.	705	7
	56.	6,427,137 B1	07/30/02	Petrushin	704	273
	57.	6,430,282 B1	08/06/02	Bannister et al.	379	211.02
	58.	6,449,356 B1	09/10/02	Dezonno	379	265.01
	59.	6,453,038 B1	09/17/02	McFarlane et al.	379	265.05
	60.	6,463,346 B1	10/08/02	Flockhart et al.	700	102
	61.	6,463,415 B1	10/08/02	St. John	704	273
	62.	6,480,826 B1	11/12/02	Petrushin	704	270
	63.	6,535,600 B1	03/18/03	Fisher et al.	379	265.12
	64.	6,597,685 B2	07/22/03	Milaslavsky et al.	370	352
	65.	2001/0056349 A1	12/27/01	St. John	704	270
	66.	2002/0010587 A1	01/24/02	Petrushin	704	275
	67.	2002/0118816 A1	08/29/02	Flockhart et al.	379	265.12
	68.	2002/0181692 A1	12/05/02	Flockhart et al.	379	265.02
	69.	2002/0194002 A1	12/19/02	Petrushin	704	270
	70.	2002/0002460 A1	01/03/02	Petrushin	704	270
V	71.	2002/0002464 A1	01/03/02	Petrushin	704	275
						08/31/99

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/K.N./	72.	10/815,584	Kiehaber			03/31/04
/K.N./	73.	10/815,556	Kiehaber			03/31/04

## FOREIGN PATENT DOCUMENTS

	DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUB CLASS	TRANSLATION	
						YES	NO
/K.N./	74.	EP 0 866 407 A1	09/23/1998	EPO	G06F	17/30	X
	75.	EP 0 829 996 A2	03/18/1998	EPO	H04M	3/50	X
	76.	WO 97/28635	08/07/1997	PCT	H04M	11/00	X
▼							

## OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)

/K.N./	77.	Doo-Hyun Kim et al. "Collaborative Multimedia Middleware Architecture and Advanced Internet Call Center"; Proceedings International Conference on Information Networking (Jan. 31, 2001), pp. 246-50.
	78.	Presentation by Victor Zue, <i>The MIT Oxygen Project</i> , MIT Laboratory for Computer Science (April 25-26, 2000).
	79.	MIT Project Oxygen, <i>Pervasive, Human-Centered Computing</i> (MIT Laboratory for Computer Science) (June 2000).
	80.	E. Noth et al., "Research Issues for the Next Generation Spoken"; University of Erlangen-Nuremberg, Bavarian Research Centre for Knowledge-Based Systems, at <a href="http://www5.informatik.uni-erlangen.de/literature/psdir/1999/Noeth99:RIF.ps.gz">http://www5.informatik.uni-erlangen.de/literature/psdir/1999/Noeth99:RIF.ps.gz</a> .
	81.	L.F. Lamel and J.L. Gauvain, <i>Language Identification Using Phone-Based Acoustic Likelihoods</i> , ICASSP-94, 4 pages.
	82.	John H.L. Hansen and Levent M. Arslan, <i>Foreign Accent Classification Using Source Generator Based Prosodic Features</i> , IEEE Proc. ICASSP, Vol. 1, pp. 836-839, Detroit USA (May 1995).
	83.	Levent M. Arslan and John H.L. Hansen, <i>Language Accent Classification in American English</i> , Robust Speech Processing Laboratory, Duke University Department of Electrical Engineering, Durham, NC, Technical Report RSPL-96-7, revised 1/29/96.
▼	84.	Levent M. Arslan, <i>Foreign Accent Classification in American English</i> , Department of Electrical Computer Engineering, Duke University, Thesis, pages 1-200 (1996).

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/K.N./	85.	No Author, "When Talk Isn't Cheap" Smart Reseller, v. 3, n. 13 (Apr. 3, 2000), p. 50.
/K.N./	86.	No Author, "eGain's Commerce 2000 Platform Sets New Standard for eCommerce Customer Communications" Business Wire (Nov. 15, 1999).

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#### FOREIGN PATENT DOCUMENTS

		DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUB CLASS	TRANSLATION	
							YES	NO
/K.N./	1.	EP-0 740 450 A2	10/30/1996	EPO	H04M	3/50	X	
/K.N./	2.	EP 0 855 826 A2	7/29/1998	EPO	H04M	3/50	X	

#### OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)


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Substitute for form 1449A-PTO				<b>Complete If Known</b>	
<b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b>				Application Number	10/815,534
				Filing Date	March 31, 2004
				First Named Inventor	Sarah KIEFHABER et al.
				Art Unit	2614
				Examiner Name	Ahmad MATAR
Sheet	1	of	1	Attorney Docket Number	4366-140

U.S. PATENT DOCUMENTS					
Examiner Initials*	Cite No. <sup>1</sup>	Document Number Number-kind Code <sup>2</sup> (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
/K.N./		5,444,774	08-22-1995	FRIEDES	
		5,555,299	09-10-1996	MALONEY ET AL.	
		5,914,951	06-22-1999	BENTLEY ET AL.	
		5,923,745	07-13-1999	HURD	
		6,339,754	01-15-2002	FLANAGAN ET AL.	
		6,424,709	07-23-2002	DOYLE ET AL.	
		6,757,362	06-29-2004	COOPER ET AL.	
		2002-0012186	08-15-2002	FORD ET AL.	
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		6,988,126	01-17-2006	WILCOCK ET AL.	
		7,100,200	08-29-2006	POPE ET AL.	
		2003-0144959	07-31-2003	MAKITA	
		2004-0103324	05-27-2004	BAND	
		2004-0162998	08-19-2004	TUOMI ET AL.	
V		2005-0027612	02-03-2005	WALKER ET AL.	

FOREIGN PATENT DOCUMENTS					
Examiner Initials*	Cite No. <sup>1</sup>	Foreign Patent Document Country Code <sup>3</sup> ; Number <sup>4</sup> ; Kind Code <sup>5</sup> (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear

OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)		
Examiner Initials*	Cite No. <sup>1</sup>	
		DEFINITY Communications System Generic 3 Call Vectoring-Expert Agent Selection (EAS) Guide, AT&T publication no. 555-230-520 (Issue 3, Nov. 1993).

Examiner Signature	/Khai Nguyen/	Date Considered	07/12/2007
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Substitute for form 1449/PTO		<b>Complete if Known</b>	
<b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b> <i>(Use as many sheets as necessary)</i>		Application Number	10/815,534
		Filing Date	March 31, 2004
		First Named Inventor	KIEFHABER et al.
		Art Unit	2614
		Examiner Name	Ahmad MATAR
		Attorney Docket Number	4366-140

Sheet 1 of 9

<b>U. S. PATENT DOCUMENTS</b>				
Examiner Initials*	Cite No. <sup>1</sup>	Document Number Number-Kind Code <sup>2</sup> ( <i>If known</i> )	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document
/K.N./		US- 4,163,124	07/31/1979	Jolissaint
		US- 4,737,983	04/12/1993	Frauenthal et al.
		US- 4,797,911	01/10/1989	Szlam et al.
		US- 4,894,857	01/16/1990	Szlam et al.
		US- 5,001,710	03/19/1991	Gawrys et al.
		US- 5,097,528	03/17/1992	Gursahaney et al.
		US- 5,101,425	03/31/1992	Darland
		US- 5,164,983	11/17/1992	Brown et al.
		US- 5,210,789	05/11/1993	Jeffus et al.
		US- 5,274,700	12/28/1993	Gechter et al.
		US- 5,278,898	01/11/1994	Cambray et al.
		US- 5,335,268	08/02/1994	Kelly Jr. et al.
		US- 5,390,243	02/14/1995	Casselman et al.
		US- 5,436,965	07/25/1995	Grossman et al.
		US- 5,469,503	11/21/1995	Butensky et al.
		US- 5,469,504	11/21/1989	Blaha
		US- 5,473,773	12/05/1995	Aman et al.
		US- 5,479,497	12/26/1995	Kovarik
		US- 5,500,795	03/19/1996	Powers et al.

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/K.N./		EP 0 501 189 A2	09/02/1992	IBM Corporation
		EP 0 863 651 A2	09/09/1998	Lucent Technologies Inc.
		EP 1091307 A2	04/11/2001	Lucent Technologies Inc.
		EP 1150236	10/31/2001	Avaya Technology Corp.
		EP 899673 A2	03/03/1999	AT&T Corporation
		EP 998108 A1	05/03/2000	Lucent Technologies Inc.

Examiner Signature	/Khai Nguyen/	Date Considered	07/12/2007
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<b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b> <i>(Use as many sheets as necessary)</i>		Application Number	10/815,534
		Filing Date	March 31, 2004
		First Named Inventor	KIEFHABER et al.
		Art Unit	2614
		Examiner Name	Ahmad MATAR
Sheet 2 of 9		Attorney Docket Number 4366-140	

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/K.N./		Number-Kind Code <sup>2</sup> ( <i>if known</i> )			
		US- 5,504,894	04/02/1996	Ferguson et al.	
		US- 5,530,744	06/25/1996	Charalambous et al.	
		US- 5,537,542	07/19/1996	Eilert et al.	
		US- 5,544,232	08/06/1996	Baker et al.	
		US- 5,592,542	01/07/1997	Honda et al.	
		US- 5,611,076	03/11/1997	Durflinger et al.	
		US- 5,642,515	06/24/1997	Jones et al.	
		US- 5,684,874	11/04/1997	Flockhart et al	
		US- 5,684,964	11/04/1997	Powers et al.	
		US- 5,689,698	11/18/1997	Jones et al.	
		US- 5,703,943	12/30/1997	Otto	
		US- 5,713,014	01/27/1998	Durflinger et al.	
		US- 5,742,675	04/21/1998	Kilander et al.	
		US- 5,748,468	05/05/1998	Notenboom et al.	
		US- 5,749,079	05/05/1998	Yong et al.	
		US- 5,752,027	05/12/1998	Familiar	
		US- 5,754,776	05/19/1998	Hales, et al	
		US- 5,754,841	05/19/1998	Carino, Jr.	
		US- 5,757,904	05/26/1998	Anderson	

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/K.N./		Country Code <sup>3</sup> "Number- <sup>4</sup> Kind Code <sup>5</sup> ( <i>if known</i> )			T <sup>6</sup>
		EP 0 772 335 A2	05/07/1997	Lucent Technologies Inc.	
		GB 2 290 192 A	12/13/1995	Siemens Rolm Comm. Inc.	
		GB 2 273 418	06/15/1994	Rockwell Internat. Corp.	
		WO 98/56207	12/10/1998	Ericsson Telefon AB L M	
		WO 96/07141	03/07/1996	Motorola, Inc.	
		CA 2,174,762	06/30/1995	Motorola, Inc.	

Examiner Signature	/Khai Nguyen/	Date Considered	07/12/2007
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# INFORMATION DISCLOSURE STATEMENT BY APPLICANT

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Sheet 3 of 9

**Complete if Known**

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Art Unit	2614
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Attorney Docket Number	4366-140

**U. S. PATENT DOCUMENTS**

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		Country Code <sup>3</sup> -Number <sup>4</sup> -Kind Code <sup>5</sup> ( <i>if known</i> )				
/K.N./		CA 2,143,198	01/19/1995	Telefonaktiebolaget LM		

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# INFORMATION DISCLOSURE STATEMENT BY APPLICANT

(Use as many sheets as necessary)

Sheet 4 of 9

**Complete if Known**

Application Number	10/815,534
Filing Date	March 31, 2004
First Named Inventor	KIEFHABER et al.
Art Unit	2614
Examiner Name	Ahmad MATAR
Attorney Docket Number	4366-140

**U. S. PATENT DOCUMENTS**

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Sheet 5 of 9

Application Number	10/815,534
Filing Date	March 31, 2004
First Named Inventor	KIEFHABER et al.
Art Unit	2614
Examiner Name	Ahmad MATAR

Attorney Docket Number 4366-140

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Sheet 6

of 9

**Complete if Known**

Application Number	10/815,534
Filing Date	March 31, 2004
First Named Inventor	KIEFHABER et al.
Art Unit	2614
Examiner Name	Ahmad MATAR
Attorney Docket Number	4366-140

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V		Avaya, Inc. Business Advocate Options, at <a href="http://www.avaya.com">http://www.avaya.com</a> , downloaded on 2/15/03, Avaya, Inc. 2003				

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/K.N./		Avaya, Inc., "Better Implementation of IP in Large Networks," Avaya, Inc. 2002, 14 pages			
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